



BOS/OSID-L2007-490719-RH

## WORKFORCE SYSTEMS LETTER NO.: 07-14

DATE: June 12, 2007

EFFECT: ACTION INFO ATTACHMENTS  
[X] State Workforce Administrators  
[X] All Youth Discretionary Grantees

SUBJECT: Improving Demand-Driven Services and Performance - Toolkit for Effective Front-line Services to Youth

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**1. Purpose.** To inform State Workforce Administrators and Youth Discretionary Grantees of a new resource publication, Improving Demand-Driven Services and Performance: *Toolkit* for Effective Front-line Services to Youth (the *Toolkit*).

**2. Background.** In 2003, the White House Task Force Report on Disadvantaged Youth noted that despite billions of public and private dollars spent on services to youth, many of the neediest youth were still being left behind. The *Toolkit* was developed by a national team of youth professionals, trainers, and program experts as a multi-purpose resource for case management, focusing on disadvantaged, at-risk youth who have become disconnected from mainstream institutions and systems. The *Toolkit* is intended as a resource for the effective integration of case management and workforce development services. The *Toolkit* consists of eight topic-chapters and two tools. The eight topics-chapters are as follows:

- Recruitment, intake, and enrollment, and innovative strategies to engage youth in career development;
- Assessment and development of an Individual Service Strategy by recognizing and developing the strengths of youth;
- Meeting the needs of the Labor Market and the relevance of economic analysis as a tool in assisting staff and youth in choosing career pathways and service strategies;
- Implementing effective services strategies;
- Providing appropriate follow-up strategies to ensure long term success;
- Documentation and record-keeping to ensure appropriate information is captured;
- Evaluation and the need for continuous improvement;
- Engaging employers in preparing youth for high-growth, high-demand training and employment.

The tools include:

- A manual which provides information about preparing youth to become increasingly more self-sufficient;
- Training tools that include PowerPoint modules and interactive exercises to help deliver the content described in the manual.

**3. Target Audience.** The *Toolkit* is designed to assist workforce professionals in the development of appropriate programming activities that help youth gain the skills and competencies they need to be successful in the workplace and beyond. It targets youth professionals who serve the neediest or most disadvantaged youth. The *Toolkit* offers:

- Strategies to recruit, engage, and support youth in their chosen career path. Resource material is provided to assist the youth professional in serving youth with disabilities, youth offenders, youth who are limited in English proficiency, Native American youth, foster youth, and youth from diverse cultural backgrounds;
- Suggestions for leveraging resources in order to make young people employable for the long term and providing information on the type of dynamic partnerships required among a variety of community systems;
- Information on the importance of accurate and timely documentation and how to track performance against goals. Documentation is defined as an accountability tool as well as a service tool to assist the youth professional in managing results.

**4. Distribution.** The *Toolkit* was designed to be used in the train-the-trainer format and to be tailored to the users' needs. To help meet these needs, DOL has made the *Toolkit* available for downloading from the DOL/ETA Youth Services website at: [http://www.doleta.gov/youth\\_services/Toolkit-improve.cfm](http://www.doleta.gov/youth_services/Toolkit-improve.cfm). DOL will not make hard copies available.

**5. Action Required.** State Workforce Administrators are requested to share this letter with local workforce investment areas, as well as interested staff, and other appropriate entities.

**6. Inquiries.** Questions about the *Toolkit* may be directed to Rochelle Hagler at 617-788-0147 or [hagler.rochelle@dol.gov](mailto:hagler.rochelle@dol.gov).

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